

**OPERATIONS  
CLERK  
NF-0303-02**

**COFFEE SHOP  
& CYBER CENTER  
MORALE, WELFARE  
& RECREATION**

## INTRODUCTION

This position is located in the Connections Cyber Center in the MWR Division of the Quality of Life Department, Naval Air Station, Lemoore, California. The purpose of this position is to provide customer service support in the Connections Cyber Center, and Coffee Shop.

## MAJOR DUTIES AND RESPONSIBILITIES

Provides available information and basic computer assistance to customers. Resolves customer complaints if needed.

Performs basic computer functions such as updating virus scan programs, scanning for viruses, and removing files from cache.

Performs general cleaning tasks for assigned areas to maintain and provide for a clean and organized facility appearance. May open and close the facility, ensuring proper security procedures have been followed to protect materials and equipment.

----- 60 %

May assist in other areas of Connections as needed. Fill in as a cashier/server in the Coffee Shop, preparing and serving various coffee drinks, tea and sandwiches, muffins, bagels and other basic food items.

Operates a cash register and maintains a change fund. Ensures proper balance of cash on hand and accountability of inventory. Completes daily sales reports and drops money into Central Cashier's drop for the QOL Department.

May assist the program manager in completing monthly inventories of consumable resale items and by providing general clerical and administrative assistance in gathering information or typing information on various computer files or forms to fulfill reporting requirements for various activities.

-----20 %

Assist patrons with basic computer operations.

May assist the program manager in the selection of various products for the program. May research costs and initiate paperwork to draft purchase requests for program products as well as operating supplies. May pick up orders or run errands.

Performs other related duties as assigned.

----- 20 %

## KNOWLEDGE REQUIRED BY THE POSITION

Education and experience equivalent to completion of high school is required. Must have the ability to understand and carry out verbal and written directions and to convey instructions to others in a clear and concise manner. Must be able to advise patrons in the proper use of equipment and facilities. Must be able to deal with customers effectively utilizing excellent customer service skills. Must have good math skills and the ability to handle cash efficiently, paying attention to detail in documentation of cash and related documents. Must have basic knowledge of computers as well as ten key calculators.

## SUPERVISORY CONTROL

Works under the general supervision of the Connections Manager who provides written and oral instructions on work to be performed. Incumbent is expected to use logic and tact in dealing with patrons and other employees, resolving problems independently when possible. Difficult or unusual problems, which may arise, are referred to the supervisor for resolution or guidance.

## GUIDELINES

Specific, detailed guidelines covering all aspects of the assignment are provided. The rules and/or regulations to be enforced are clearly defined.

The employee works in strict adherence to the guidelines. In situations for which the existing guidelines cannot be applied or in the event significant proposed deviations from the guidelines are addressed, the supervisor will provide the guidance.

## COMPLEXITY

Work is methodical in nature. The employee identifies the requirements of the task and decides what action is necessary, referring more complex or unusual issues to the supervisor.

## SCOPE AND EFFECT

The employee performs specific operations involving a few separate tasks or procedures. Services provided affect overall customer satisfaction with the Cyber Center and ITT Programs.

## PERSONAL CONTACTS

Contacts are mainly with patrons who are all ranks of active duty military and their dependents, DOD civilians, retirees, and fellow employees and civilians not affiliated with the Department of Defense. Other departments on the station may be contacted such as Public Works or Security.

## PURPOSE OF CONTACTS

Purpose is to obtain or provide information for the activity in relation to cost of resale items, prices of tickets or information related to facility maintenance work required. Incumbent must interface on a regular basis with patrons and fellow employees. Incumbent must be able to use tact, diplomacy and demonstrate excellent customer service skills.

## PHYSICAL DEMANDS

Work is not physically demanding. However, incumbent may be required to stand for long periods when assisting customers. May be required to lift up to 50 pounds on an occasional basis.

## WORKING CONDITIONS

Work is performed mainly indoors in an air conditioned and heated environment. Incumbent may encounter some uncomfortable weather conditions if assigned for work at a special outdoor event for the department or when running routine errands on an occasional basis. Tasking is not hazardous in nature.